Alabama Public Safety Telecommunicator Certification Program
Recommended Continuing Education Courses

Course	Vendor	Course Delivery	CEUs
APCO CDE Articles	APCO	Online	Varies
APCO Courses	APCO	Traditional, Online	Varies
APCO Courses	APCO	Virtual and Hybrid	Varies
CPR	American Heart, Red Cross	Traditional, Hybrid, Online	Varies
Denise Amber Lee Foundation	DALF	Traditional	Varies
Dispatch Pro	Police Legal Sciences	Online	Varies
Dispatcher Customer Service	Dispatch Wellness, LLC	Traditional, Online	Varies
Dispatcher Wellness Course	Dispatch Wellness, LLC	Traditional, Online	Varies
IAED/Priority Dispatch Courses	IAED	Traditional, Online	Varies
Illuminations	APCO	Online	Varies
Impact Dispatch	Impact Dispatch	Online	Varies
INdigital Regional Training	INdigital/Alabama 9-1-1 Board	Traditional	4 hours
Industry Specific Conference Session Attendance (Local, State, National)	Varies	Traditional, Online	Varies
Industry Specific Webinars	Varies	Online	Varies
In-house/Agency Training	Agency Led	Traditional, Online	Varies
IS-100.c Introduction to Incident Command System	FEMA Independent Study	Online	0.2 hours
IS-1010 Emergency Protective Measures	FEMA Independent Study	Online	0.3 hours
IS-1300 Introduction to Continuity of Operations	FEMA Independent Study	Online	0.1 hours
IS-144.a TERT Basic Course	FEMA Independent Study	Online	0.3 hours
IS-15.b Special Events Contingency Planning for Public Safety Agencies	FEMA Independent Study	Online	0.4 hours
IS-20.23 Diversity Awareness Training	FEMA Independent Study	Online	0.1 hours
IS-200.c Basic Incident Command System for Initial Response	FEMA Independent Study	Online	0.4 hours
IS-2000 National Preparedness Goal and System Overview	FEMA Independent Study	Online	0.2 hours
IS-2200 Basic Emergency Operations Center Functions	FEMA Independent Study	Online	0.4 hours
IS-230.e Fundamentals of Emergency Management	FEMA Independent Study	Online	0.6 hours
IS-235.c Emergency Planning	FEMA Independent Study	Online	0.5 hours
IS-241.c Decision Making and Problem Solving	FEMA Independent Study	Online	0.2 hours
IS-242.c Effective Communication	FEMA Independent Study	Online	0.8 hours
IS-29.a Public Information Officers Awareness	FEMA Independent Study	Online	0.4 hours
IS-2900.a National Disaster Recovery Framework Overview	FEMA Independent Study	Online	0.3 hours
IS-317.a Introduction to Community Emergency Response Teams (CERT)	FEMA Independent Study	Online	0.2 hours
IS-324.a Community Hurricane Preparedness	FEMA Independent Study	Online	1 hours
IS-405 Overview of Mass Care/Emergency Assistance	FEMA Independent Study	Online	0.1 hours
IS-700.b Introduction to the National Incident Management System	FEMA Independent Study	Online	0.4 hours
IS-703.b National Incident Management System Resource Management	FEMA Independent Study	Online	0.4 hours
IS-800.d National Response Framework, An Introduction	FEMA Independent Study	Online	0.3 hours
IS-904 Active Shooter Prevention: You Can Make a Difference	FEMA Independent Study	Online	0.1 hours

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IS-906 Workplace Security Awareness	FEMA Independent Study	Online	0.1 hours
IS-907 Active Shooter: What You Can Do	FEMA Independent Study	Online	0.1 hours
IS-909 Community Preparedness: Implementing Simple Activities for Everyone	FEMA Independent Study	Online	0.1 hours
IS-951 DHS Radio Interoperability	FEMA Independent Study	Online	0.2 hours
NCIC	NCIC	Online	16 hours
NENA Courses	NENA	Traditional, Online	Varies
PowerPhone Site License Training Courses	PowerPhone	Online	Varies
Public Safety Ride Along/Shadowing	Agency Led	Traditional	Varies
Rapid SOS	Rapid SOS	Online	Varies
Responder Safety Learning Network	Responder Safety Learning Network	Online	Varies
Texas A&M Extension	TEEX	Online	Varies
The Dispatch Lab	The Dispatch Lab	Online	Varies
Training 4 911 Heroes Courses	Training 4 911 Heroes	Online	Varies
Virtual Academy Course Catalog	Virtual Academy	Online	Varies
Virtual Academy Roll Call Catalog	Virtual Academy	Online	Varies